

Hawaii Dept. of Health, Office of Health Care Assurance

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: H102IMR0043	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 11/20/2015
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NAME OF PROVIDER OR SUPPLIER OPPORTUNITIES AND RESOURCES, INC (HOL	STREET ADDRESS, CITY, STATE, ZIP CODE 64-1510 KAMEHAMEHA HIGHWAY WAHIAWA, HI 96786
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
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9 000 INITIAL COMMENTS

A survey for state licensure was conducted at this facility from November 17 to 20, 2015.

9 000

9 005 11-99-4(a) ACTIVE TREATMENT PROGRAM

A plan of treatment shall be developed and implemented for each resident in order to help the residents function at their greatest physical, intellectual, social, emotional, and vocational level.
This Statute is not met as evidenced by:
Based on observation and interview, the facility did not ensure that a plan of treatment shall be developed and implemented for each resident in order to help the residents function at their greatest physical, social, and emotional level.

9 005

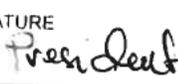
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 DEPT. OF HEALTH CARE MEDICAID

Findings include:

[REDACTED]

On 11/23/2015, the Psychologist Consultant submitted to ORI the newly revised Positive Behavior Support Plan. On 11/23/2015, an individual program plan and interventions on target behavior was developed by the IDT for the direct care staff, training assistants and day program trainer to implement in the day program and residential facility. QMRP has reviewed the active treatment training plans and PBSPs for

11/23/15

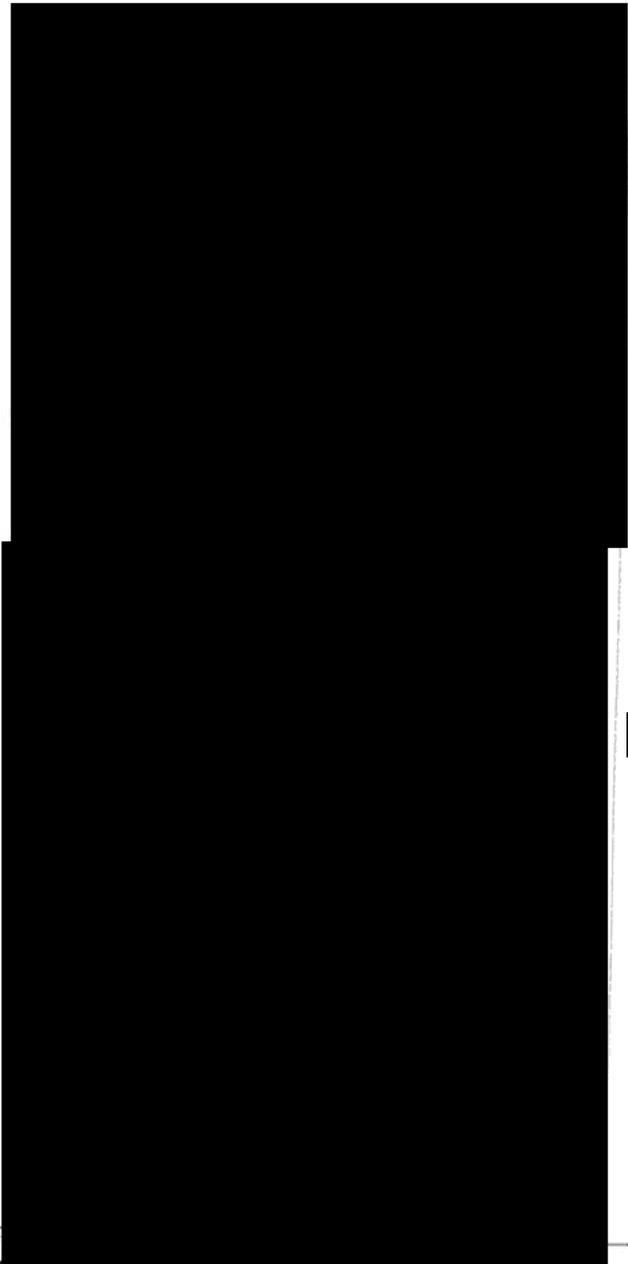
Office of Health Care Assurance LABORATORY STATE OF HAWAII	PROVIDER'S SIGNATURE 	TITLE CEO	(X6) DATE 12/11/15
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9 005 Continued From page 1



9 005

All direct care staff received an in-service training from the QMRP on implementing the active treatment training plans and PBSPs for each client.

Regular in-service training will be conducted by the QMRP to all direct care staffs and emphasized the clients need on the implementation of active treatment training plans on how to re-direct clients regarding their unaccepted behaviors. Translation service [REDACTED] was made to all caregivers by the QMRP during the training to ensure proper understanding on the topics discussed. In-service training to all direct care staffs will continue to be provided on an as needed basis and at least annually. QMRP will continue to monitor direct care staff periodically and translation services [REDACTED] be included in the training to ensure direct care staff's implement properly client's active treatment training program plans and identifies client target behaviors needing interventions.

11/23/15

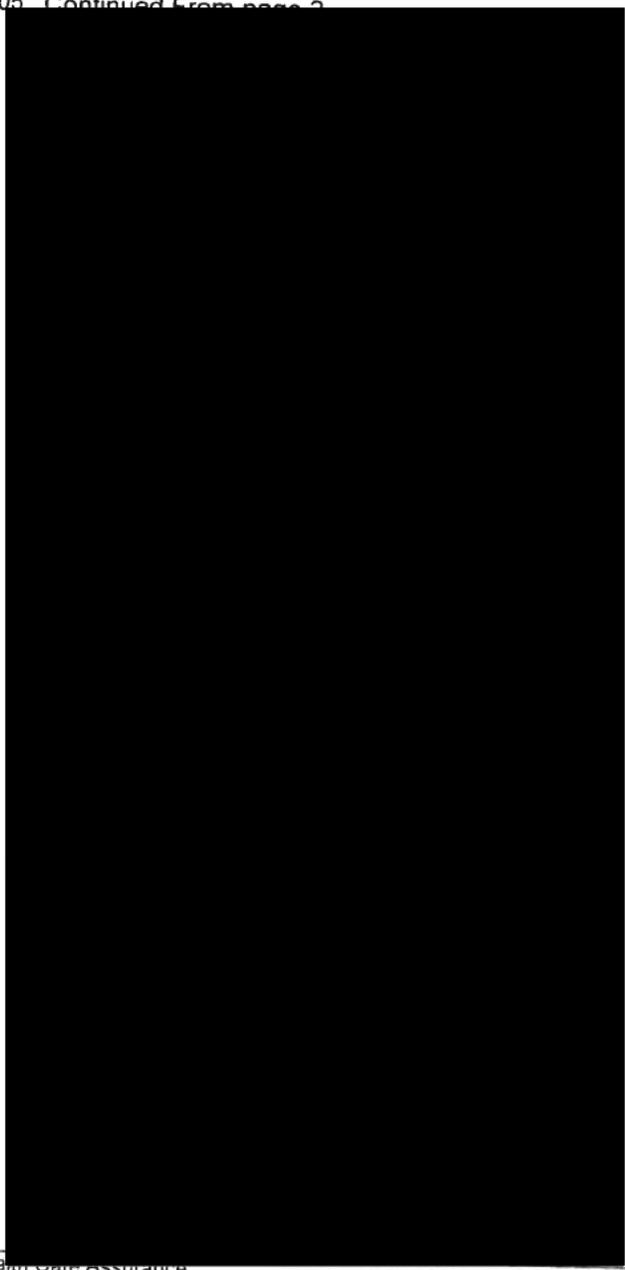
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9 005 Continued From page 2



9 005

On 11/23/2015, the Psychologist Consultant submitted to ORI the newly revised Positive Behavior Support Plan for [REDACTED]. On 11/23/2015, an individual program plan and target behaviors [REDACTED] was developed by the Interdisciplinary Team (IDT) for the direct care staff, training assistants and the day program trainer to implement in the day program and residential facility.

11/23/15

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9 005 Continued From page 3



9 005

On 11/23/2015, the QMRP had an in-service training to all ORI staff to ensure that [redacted] will be tracked and the Psychologist Consultant will be informed of significant occurrence. Active treatment training plan's, including Positive Behavior Support Plans will continue to be reviewed by the QMRP with the day program staff and direct care staff at least quarterly and the psychologist consultant will be informed of significant changes to ensure that active treatment training plans and interventions are implemented consistently. Regular in-service training to all direct care staffs and program staffs will continue to be provided on an as needed basis and at least annually. The QMRP will monitor day program staff and direct care staff to ensure that aggressive active treatment training plans is provided in sufficient number and frequency, and that training and interventions are implemented consistently.

11/23/1

9 088 11-99-9(d)(1)(B) DIETETIC SERVICES

Menus

Shall provide a sufficient variety of foods in adequate amounts at each meal, and adjusted for seasonal changes, along with resident's preferences as much as possible. This Statute is not met as evidenced by Based on observation interview and record review, the facility menu did not provide a sufficient variety of foods in adequate amounts at each meal, and adjusted for seasonal changes along with resident's preferences as much as possible [redacted]

Findings include



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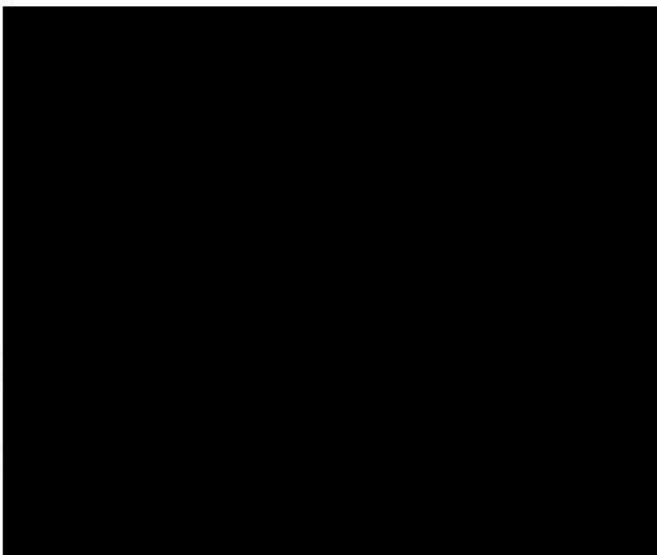
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9 005 Continued From page 3

9 005



9 088 11-99-9(d)(1)(B) DIETETIC SERVICES

9 088

Menus

Shall provide a sufficient variety of foods in adequate amounts at each meal, and adjusted for seasonal changes, along with resident's preferences as much as possible. This Statute is not met as evidenced by Based on observation, interview and record review, the facility menu did not provide a sufficient variety of foods in adequate amounts at each meal, and adjusted for seasonal changes, along with resident's preferences as much as possible.

Findings include

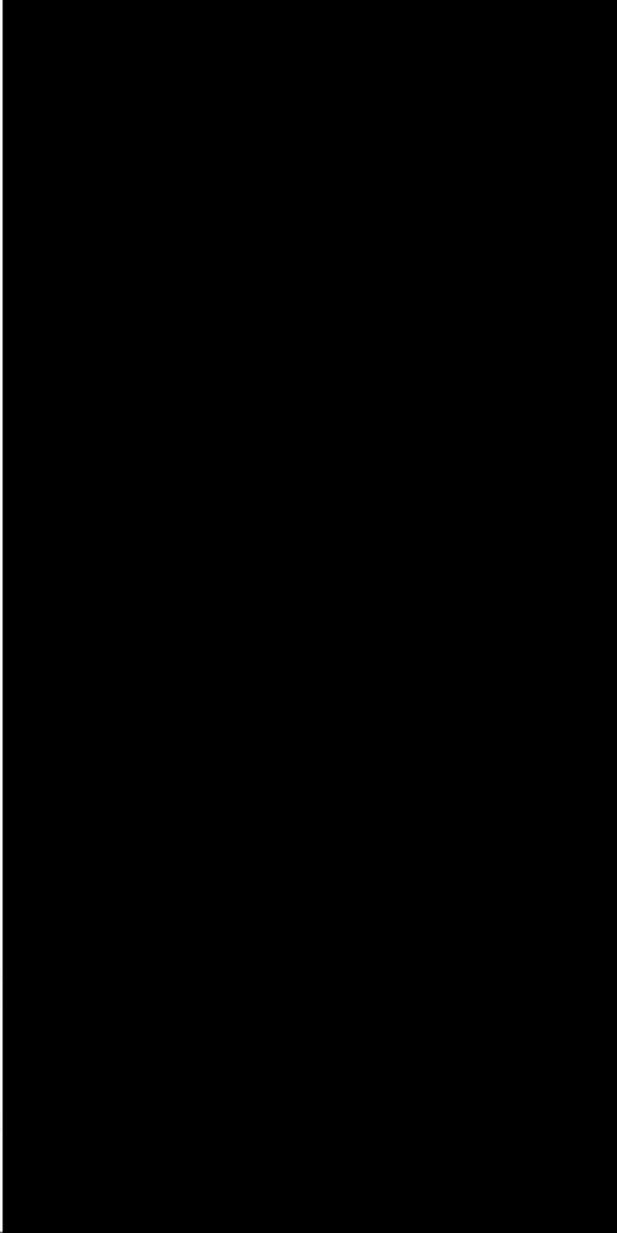
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9 088 Continued From page 4



9 088

On 11/23/2015, the QMRP had an in-service training with the case managers and caregivers that each client must have nourishing, well-balanced diet including modified and specially-prescribed diets. The Registered Dietician was consulted and recommended that a substitute protein be provided [redacted] at meals where meat and chicken are served. The QMRP will continue to monitor direct care staff periodically to ensure proper understanding on the client's nourishment, well-balanced diet including modified and specially-prescribed diets. Regular in-service training will be conducted to all staffs whenever there is a need and at least annually to ensure that a substitute protein be provided to the client at meals where meat and chicken are served.

11/23/15

On 11/23/2015, the QMRP had an in-service training with the case managers and caregivers that each client must have nourishing, well-balanced diet including modified and specially-prescribed diets. The case manager and the direct care staff were also reminded that proper recording of [redacted] actual consumption of food intake must be properly documented in the medication administration record. The Registered Dietician was consulted and

11/23/15

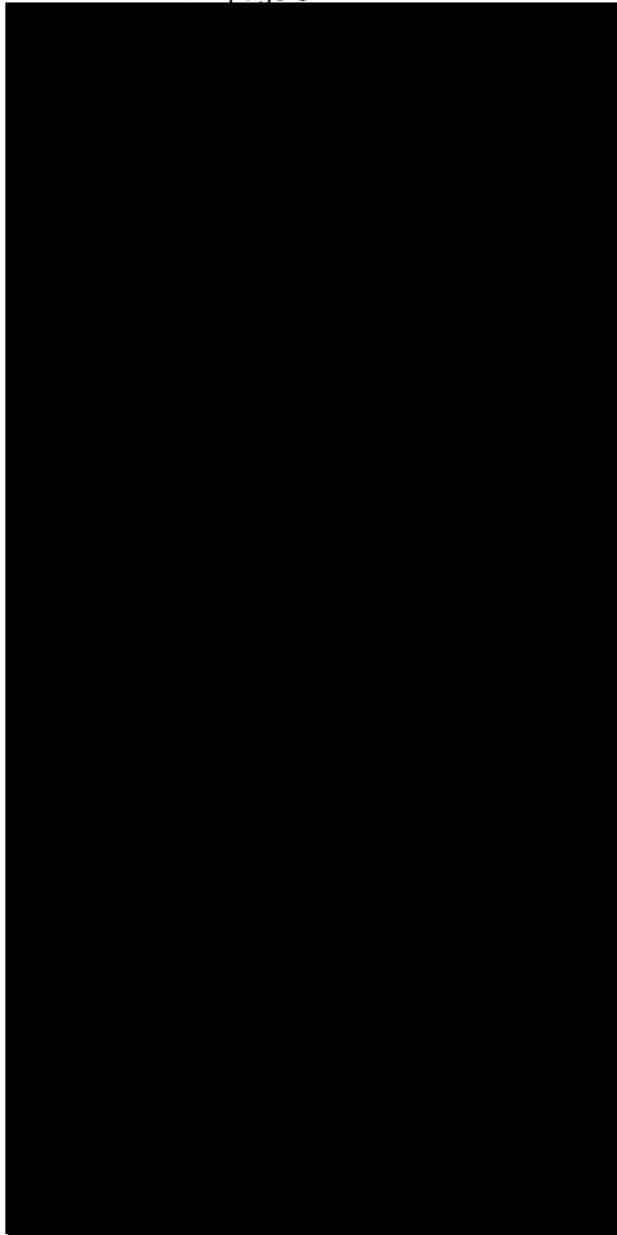
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9 088 Continued From page 5



9 088

recommended that a trial different 11/23/15
supplements be provided; [REDACTED]
[REDACTED] a more calorically dense
supplement [REDACTED]
and also suggested trial [REDACTED]
[REDACTED] to reduce flavor fatigue
regarding supplements. The QMRP will
continue to monitor direct care staff
periodically to ensure proper understanding
on the client's nourishment, well-balanced
diet including modified and specially-
prescribed diets by the Registered
Dietician. Regular in-service training will
be conducted to all staffs whenever there is
a need and at least annually to ensure that
clients must be provided an additional
nutritional supplement if they lose weight.

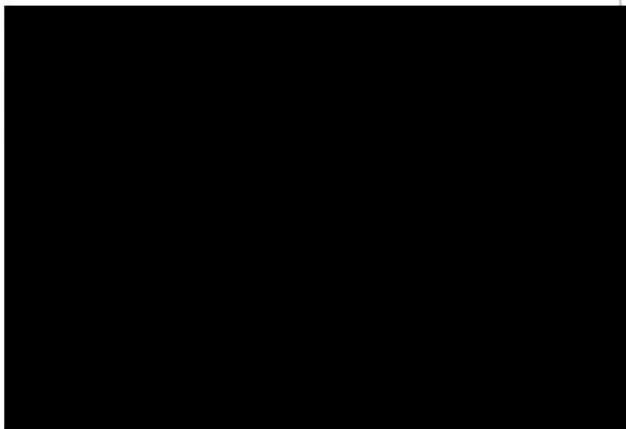
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9 088 Continued From page 6

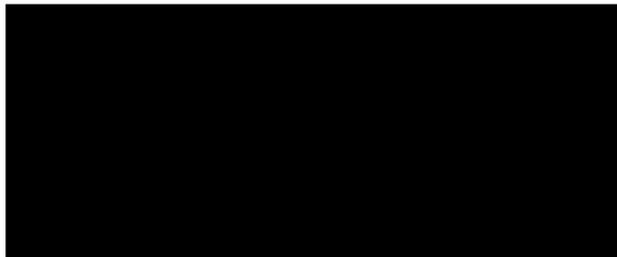


9 088

9 106 11-99-11(a) RESIDENT DAILY LIVING CARE AND TRAINING

There shall be sufficient appropriately qualified facility staff to carry out the active treatment program within the facility and to operate the unit on a daily basis. This Statute is not met as evidenced by: Based on observation and interview, the facility did not ensure that there shall be sufficient appropriately qualified facility staff to carry out the active treatment program within the facility and to operate the unit on a daily basis for [redacted] clients in the home.

Findings include:



9 106

On 11/23/2015, the Nurse had an in-service training with the case managers and caregivers in proper procedures in the preparation of medications, proper medication administration and proper recording of all medications including the signing of the client's medication administration record if actually administered to the client.

11/23/15

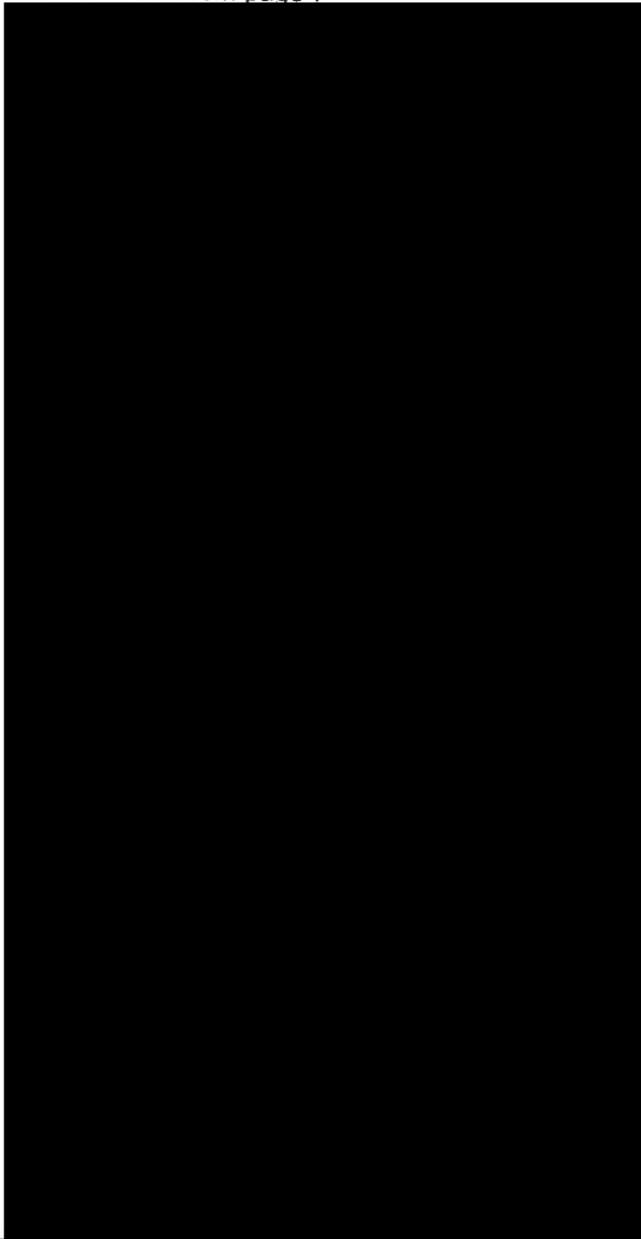
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9 106 Continued From page 7



9 106

The Nurse emphasized to the direct care staffs the importance of proper recording of all medications, proper procedures in the preparation of medications, and proper signing of client's medication in the medication administration record if actually administered to the client. Regular in-service training will continue to be provided by the QMRP to all direct care staff on an as needed basis and at least annually. The QMRP will continue to monitor direct care staff periodically to ensure training is properly implemented.

11 3/1

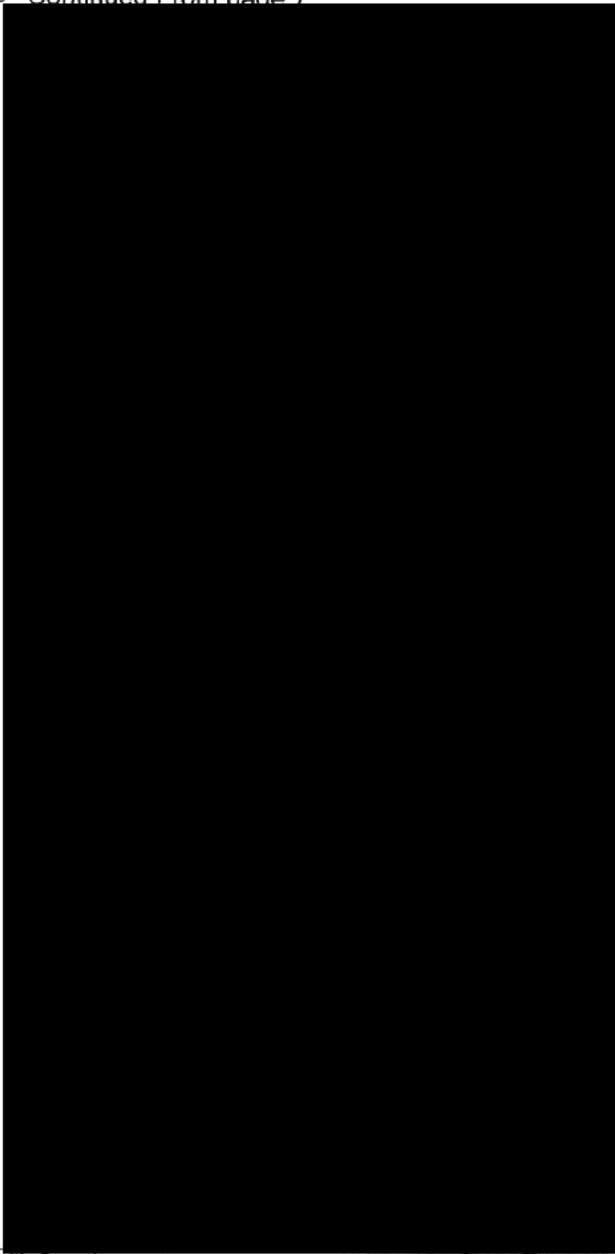
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9 106 Continued From page 7



9 106

2)

On 11/23/2015, Case managers and caregivers received retraining in sanitation and infection control with the Nurse with emphasis on hand washing and changing gloves each time different clients are physically (touched) assisted to prevent and control infection and communicable diseases. The Nurse reminded all direct care staff to observe hand washing and sanitizing skills when handling incontinent clients. The Nurse also reminded all direct care staff to wash their hands with soap and water after changing gloves each time different clients are physically (touched) helped. QMRP will continue to monitor direct care staff periodically to ensure proper understanding on the training and that proper hand washing be done each time they changed gloves to ensure proper sanitation and infection control methods are properly implemented for the prevention of communicable diseases. Regular in-service training will continue to be provided by the QMRP to all caregivers and especially to the direct care staff whenever there is a need and at least annually.

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9 106 Continued From page 7



9 106

3)

On 11/23/2015, the QMRP had an in-service training with the case managers and caregivers that each client must have nourishing, well-balanced diet including modified and specially-prescribed diets. The case manager and the direct care staff were also reminded that proper recording of [redacted] actual consumption of food intake must be properly documented in the medication administration record. The Registered Dietician was consulted and recommended that a trial different supplements be provided. [redacted] a more calorically dense supplement [redacted] and also suggested [redacted] to reduce flavor fatigue regarding supplements. The QMRP will continue to monitor direct care staff periodically to ensure proper understanding on the client's nourishment, well-balanced diet including modified and specially-prescribed diets by the Registered Dietician. Regular in-service training will be conducted to all staffs whenever there is a need and at least annually to ensure that clients must be provided an additional nutritional supplement if they lose weight.

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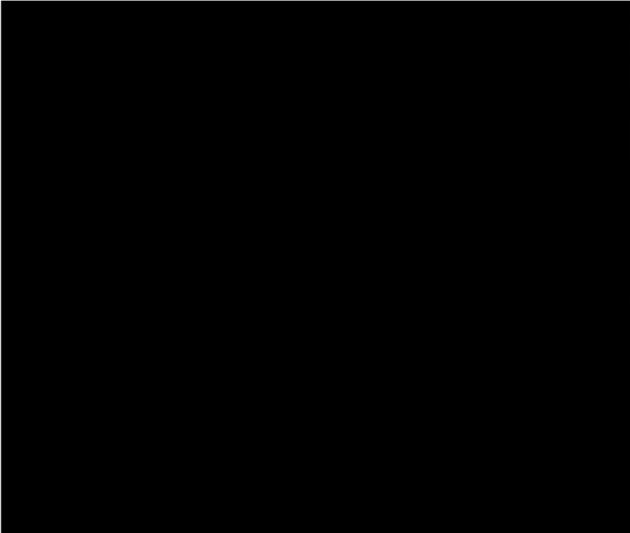
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9 106 Continued From page 8

9 106

4)



On 11/23/2015, QMRP conducted an in-service training to all caregivers in promoting the growth, development, independence and providing care in a dignified manner to all the clients. Caregivers were also reminded that nobody should speak in a non-dominant language in the presence of clients and refrain from calling client's, baby, lazy and lying. Regular in-service training will continue to be provided to all direct care staff's on an as needed basis and at least annually to ensure that the direct care staff continue promoting client's growth, development, independence and proving care with dignified manner and to only speak English in the presence of clients. QMRP will continue to monitor direct care staff periodically to ensure training is properly implemented.

9 203 11-99-22(h)(4) PHARMACEUTICAL SERVICES

9 203

There shall be written policies and procedures governing resident self-administration of drugs. These shall include at least the following:

Documentation in the resident's record of resident compliance.

This Statute is not met as evidenced by. Based on observation and interview, the facility did not ensure that the documentation in the resident's record of medication compliance was accurate.

Findings include



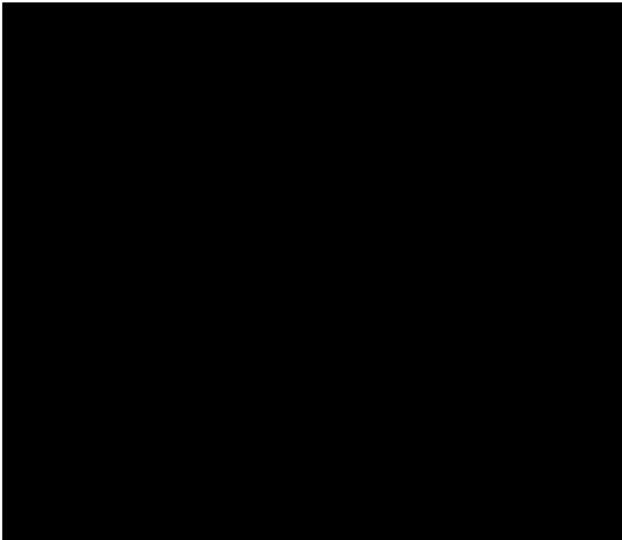
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9 106 Continued From page 8



9 106

5)

On 11/23/2015, QMRP had an in-service training with the direct care staff in providing clients with appropriate choices of condiments during meal times unless otherwise indicated and documented in client's record and also providing client's the opportunity for choices of meal time management and serves themselves as they are able and the opportunity to offer an activity that interests them. Retraining emphasized informal training in which direct care staffs are expected to encourage clients to be involved with their own mealtime management to the extent to which they are capable. Regular in-service training will continue to be provided by the QMRP to all caregivers on an as needed basis and at least annually in client's active treatment training program plans to ensure that clients are provided with appropriate choices of condiments during mealtimes and also given the opportunity to be as independent as they are capable of being. QMRP will continue to monitor direct care staff periodically to ensure proper understanding on the training and for the direct care staff to continue encouraging clients to do as much as possible for themselves as they are able.

11/23/15

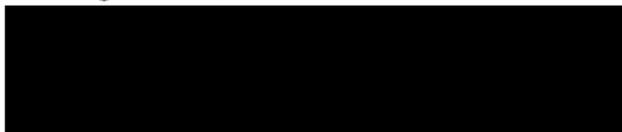
9 203 11-99-22(h)(4) PHARMACEUTICAL SERVICES

There shall be written policies and procedures governing resident self-administration of drugs. These shall include at least the following:

Documentation in the resident's record of resident compliance.

This Statute is not met as evidenced by: Based on observation and interview, the facility did not ensure that the documentation in the resident's record of medication compliance was accurate [REDACTED]

Findings include:



9 203

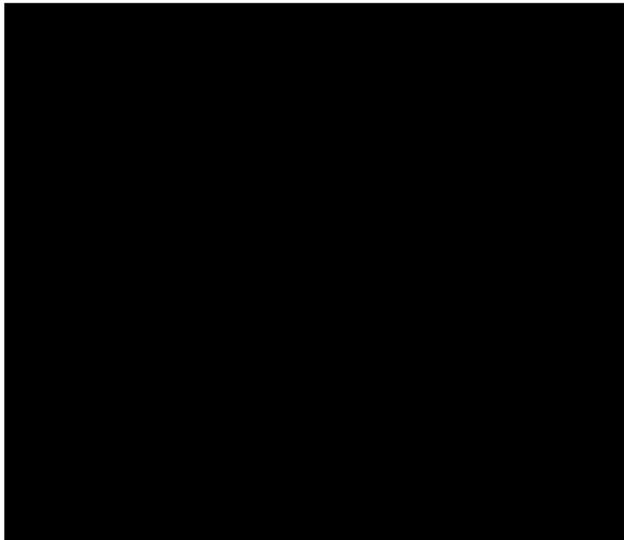
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9 106 Continued From page 8



9 106

9 203 11-99-22(h)(4) PHARMACEUTICAL SERVICES

9 203

There shall be written policies and procedures governing resident self-administration of drugs. These shall include at least the following:

Documentation in the resident's record of resident compliance.

This Statute is not met as evidenced by: Based on observation and interview, the facility did not ensure that the documentation in the resident's record of medication compliance was accurate [redacted]

Findings include:



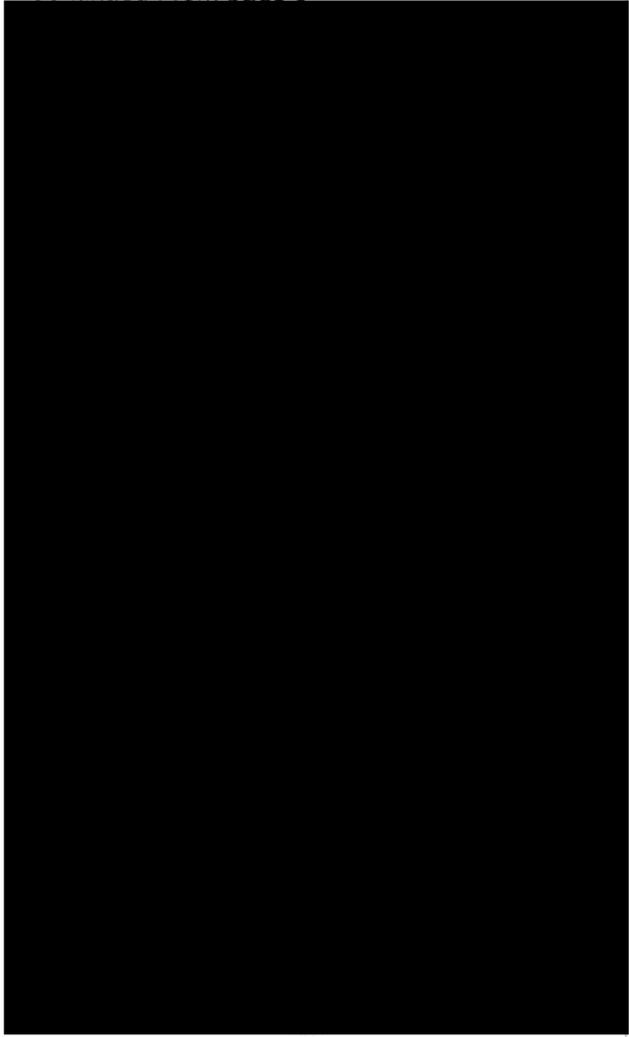
Hawaii Dept. of Health, Office of Health Care Assurance

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: HI02IMR0043	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 11/20/2015
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9 203 Continued From page 9



9 203

On 11/23/2015, the Nurse had an in-service training with the case managers and caregivers in proper procedures in the preparation of medications, proper medication administration and proper recording of all medications including the signing of the client's medication administration record if actually administered to the client. The Nurse emphasized to the direct care staffs the importance of proper recording of all medications, proper procedures in the preparation of medications, and proper signing of client's medication in the medication administration record if actually administered to the client. Regular in-service training will continue to be provided by the QMRP to all direct care staff on an as needed basis and at least annually. The QMRP will continue to monitor direct care staff periodically to ensure training is properly implemented.

11/23/15

9 279 11-99-29(a)(10) RESIDENT'S RIGHTS

9 279

Written policies regarding the rights and responsibilities of residents during their stay in the facility shall be established and shall be made

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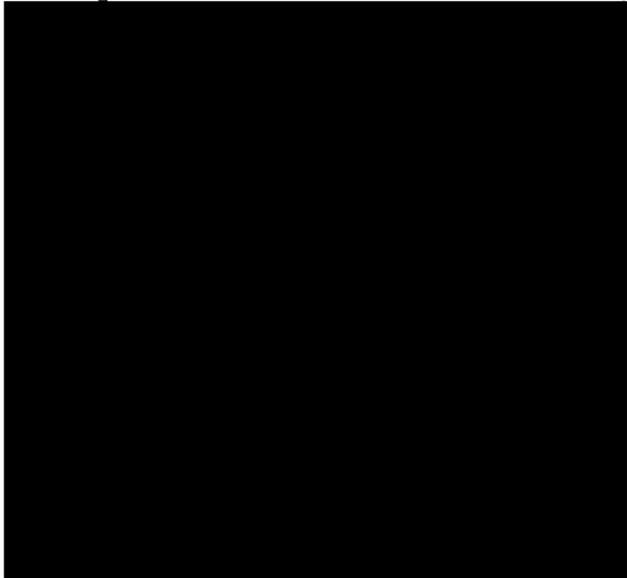
9 279 Continued From page 10

available to the resident, to any guardian, next of kin, sponsoring agency or representative payee, and to the public. The facility's policies and procedures shall provide that each individual admitted to the facility shall:

Be treated with consideration, respect and full recognition of their dignity and individuality, including privacy in treatment and in care.

This Statute is not met as evidenced by: Based on observation and interview, the facility did not ensure that the clients in the home were treated with consideration, respect and full recognition of their dignity and individuality, including privacy in treatment and in care.

Findings include



9 279

In view of the freedom of speech, direct care staff has the right to communicate among themselves in their own language for them to understand each other better provided, that they will not communicate with the client's in a non-dominant language. In such cases, conversation in languages other than English is not prohibited by agency policy. Different languages are also used to encourage and enhance multi-cultural appreciation and experiences for all. QMRP reminded the direct care staff to only speak the primary language of the facility when clients are present. The administrative staff and QMRP will continue to remind the staff to only speak English when clients are present at least monthly and as needed. QMRP will monitor the staff to ensure that the staff is only speaking English when clients are present. All incidents of staff not speaking in English when clients are present are reported to the Personnel for corrective action.

11/23/15

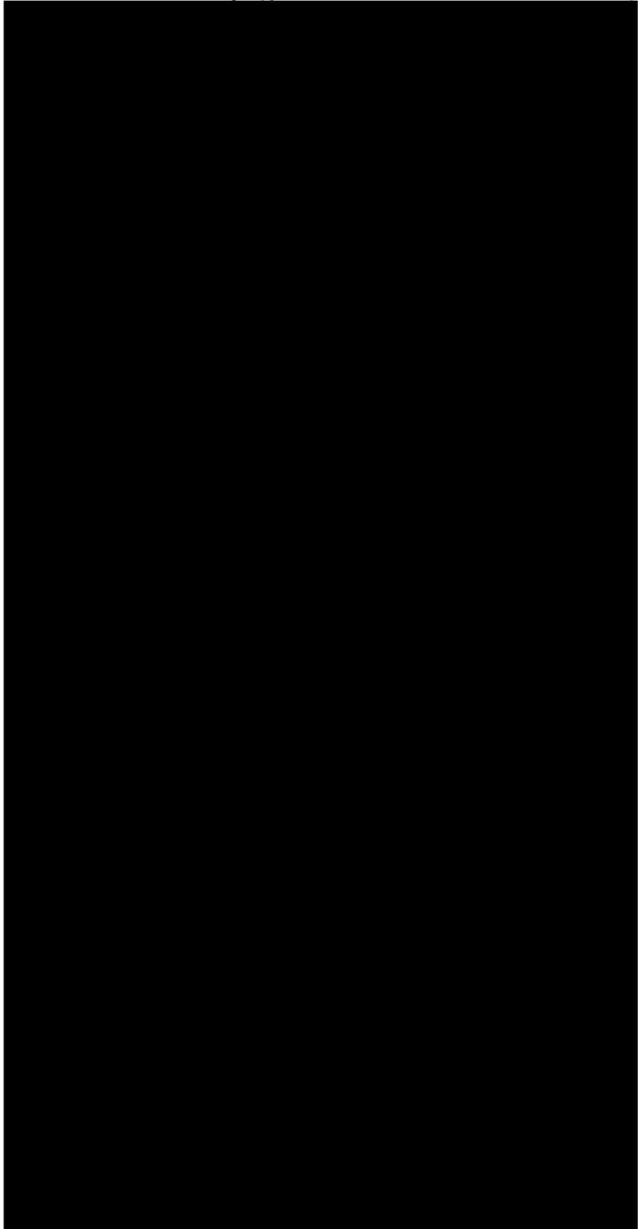
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9 279 Continued From page 11



9 279

On 11/23/2015, QMRP conducted an in-service training to all caregivers in promoting the growth, development, independence and providing care in a dignified manner to all the clients. Caregivers were also reminded that nobody should speak in a non-dominant language in the presence of clients and refrain from calling client's, baby, lazy and lying. Regular in-service training will continue to be provided to all direct care staff's on an as needed basis and at least annually to ensure that the direct care staff continue promoting client's growth, development, independence and proving care with dignified manner and to only speak English in the presence of clients. QMRP will continue to monitor direct care staff periodically to ensure training is properly implemented.

11/23/15

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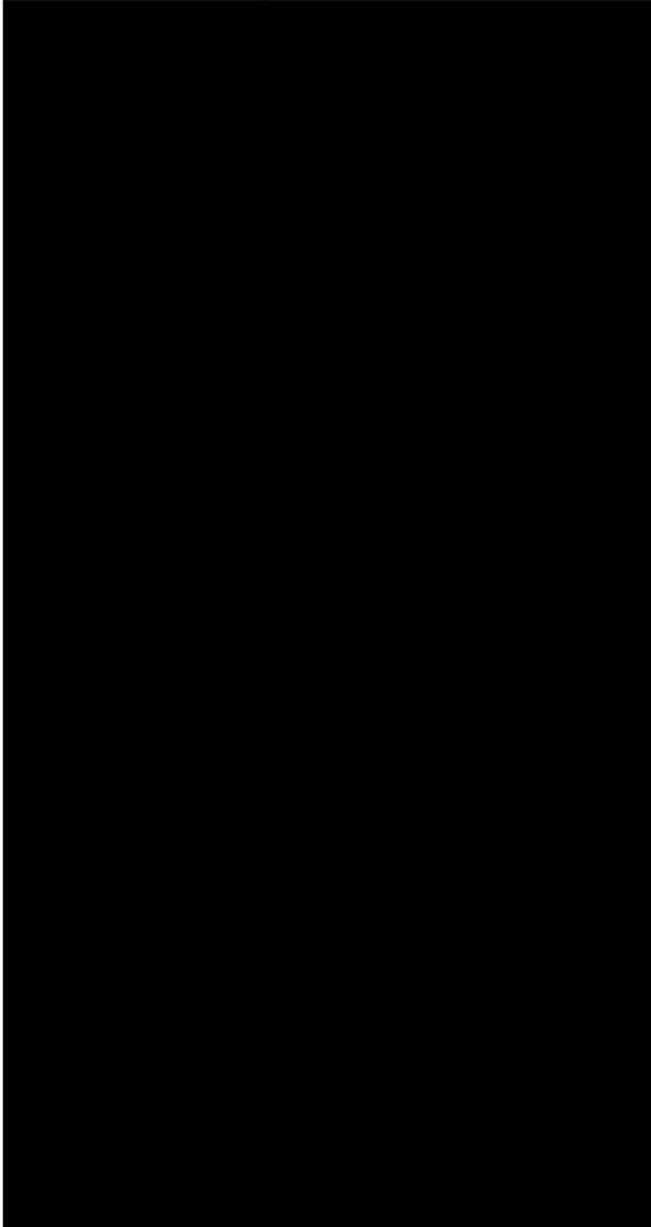
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11/23/15

6)

On 11/23/2015, QMRP conducted an in-service training to all caregivers on client rights and privacy including the rationale for treating [REDACTED] closing bedroom doors during care of personal needs and hygiene. Training in privacy skills has been added to these clients' active treatment training program to ensure client's privacy during personal care. All direct care staffs were reminded to follow procedures so that the protection and privacy of rights of all clients will be consistently observed. QMRP will continue to monitor direct care staff periodically to ensure training is properly implemented and the protection of client's rights is being observed.

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